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Attachment IX SECURITY REQUIREMENTS

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ATTACHMENT IX

SECURITY REQUIREMENTS

Section 1. Physical Security

This Section 1 sets forth security requirements for physical Collocation at Bell Atlantic's premises. Each Party shall take reasonable steps to protect the other's personnel and property, including the following:

1.1 MCIIm shall access only equipment owned by MCIIm and shall enter only those areas of Bell Atlantic's premises where such equipment is located. Bell Atlantic shall maintain a log of its employees and agents that enter these areas. Bell Atlantic shall allow MCIIm, after reasonable advance notice, to inspect areas that house or contain MCIIm equipment or equipment enclosures in accordance with mutually acceptable procedures.

1.2 MCIIm shall deliver to Bell Atlantic within thirty (30) days of the date of this Agreement and every sixty (60) days thereafter a current list of its employees and agents authorized to enter Bell Atlantic's premises. While on Bell Atlantic's premises, such employees or agents shall prominently display identification badges. If requested by Bell Atlantic, MCIIm shall provide this information in an electronic format.

1.3 Each Party shall, while on the other's premises or in areas on its premises designated solely for the other Party's use, comply with the other's generally applicable security and safety procedures and requirements as may be provided from time to time by the other Party (including but not limited to sign-in, identification, and escort requirements); provided, however, that MCIIm's procedures and requirements for access to its equipment areas shall be consistent with those established by Bell Atlantic for the relevant premises.

1.4 Neither Party shall tamper with or perform any activities upon the other's equipment located on its premises, except as necessary to perform this Agreement (e.g., equipment maintenance, installation, etc.) or in case of emergency. In an emergency, the affected Party shall promptly notify the other of the emergency, take steps it deems appropriate to manage the emergency (using reasonable care under the circumstances to protect the other's equipment), and allow the other Party to access its premises (subject to the requirements of this Section 1) to protect its equipment.

1.5 MCIIm shall ensure that areas that house MCIIm's equipment are adequately secured to prevent unauthorized entry. Bell Atlantic shall have no liability in this regard. MCIIm shall furnish Bell Atlantic with all keys, entry codes, lock combinations, and other materials and information necessary for Bell Atlantic to gain entry to any secured MCIIm area. Bell Atlantic shall limit access to such areas to its authorized employees and agents.

1.6 Each Party shall promptly notify the other of any breach by the other Party of the foregoing provisions.

1.7 MCIm shall ensure that MCIm equipment at Bell Atlantic's premises is suitable for use in the operational environment at such premises. Bell Atlantic shall have no liability in this regard, other than to maintain the general environmental conditions in the premises at normal operational levels suitable for its own equipment.

Section 2. System Security

2.1 Each Party shall provide the other a back-up and recovery plan to be used in the event of a system failure or emergency to facilitate prompt systems restoration and recovery. The Parties shall reasonably cooperate to determine which systems require disaster, restoration and recovery plans. Any such plans will be provided to the other Party.

2.2 Each Party shall maintain a reasonable standard of security between operation system interfaces consistent with its own information security practices.

Section 3. Fraud Prevention

3.1 Each Party shall make available to the other fraud prevention features, including prevention, detection, or control functionality, that may be embedded within any of the Network Elements in accordance with applicable Tariffs or as otherwise mutually agreed, such as 900 NPA and international blocking offered to business customers and aggregators.

3.2 Uncollectible or unbillable revenues from fraud and resulting from, but not confined to provisioning, maintenance, or signal network routing errors shall be the responsibility of the Party causing such error.

3.3 Neither Party shall be responsible to the other for any fraud incurred in connection with their respective service offerings, except that each Party shall indemnify and hold each other harmless for any losses payable to IXC carriers caused by "clip-on" fraud incurred as a result of unauthorized access to an indemnifying party's Service Area Concept ("SAC"); provided that the indemnifying party shall control all negotiations and settlements of such claims with the applicable IXC carriers.

Section 4. Law Enforcement Interface

Each Party shall provide reasonable assistance to the other in accordance with Applicable Law and the Party's internal procedures in connection with: installation of and information retrieval from traps in its network, emergency traces on and information retrieval from subscriber invoked CLASS services (e.g., call traces requested by the other Party), and execution of wiretap or dialed number recorder orders from law enforcement authorities.

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ATTACHMENT X

PERFORMANCE MEASUREMENTS, STANDARDS, REPORTS AND REMEDIES

Section 1. Initial Performance Reporting General Requirements. This Attachment X sets forth the requirements for a measurement and reporting plan that will allow MCI to monitor Bell Atlantic's service quality and performance. It further sets forth the terms and conditions under which Bell Atlantic shall pay remedies to MCI in the event of a Specified Performance Breach as defined in this Attachment X. This Attachment X contains Performance Measurements, Standards, Reports and Remedies that apply to Bell Atlantic's performance under this Agreement.

1.1 Definitions. ~~Bell Atlantic shall supply to MCI initial performance reports each month on Bell Atlantic's performance in Virginia in accordance with this Section 1. The reports shall be substantially in the format of the documents attached hereto as Schedules B through F. The definitions of the rows and columns in the reports are set forth in Schedule A. The coverage of each report is set forth in its title, with the additional explanations set forth below.~~

1.1.1 Performance Standards means the target level of Bell Atlantic performance specified for each Performance Measurement. Performance Measurements contained in Exhibit A to this Attachment X specify as the Performance Standard either (i) parity with Bell Atlantic performance or (ii) a specific quantitative target (benchmark). ~~Schedule B (MCI Specific) will report the statewide performance of Bell Atlantic for the services provided to MCI for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The dates in the cells in Schedule B are the dates that Bell Atlantic will be able to provide the information in that cell. Where the date is accompanied by the letters "Est." ("estimated"), the date in that cell is Bell Atlantic's best estimate and target, but not yet a commitment. Bell Atlantic will make its best efforts to meet the "Est." dates and will inform MCI of any potential change in those dates if and when that potential appears. Where the cell contains an "N/A" ("not applicable"), the measure is not applicable for that service category.~~

1.1.2 Performance Measurements means the list of measurements included in Exhibit A of this Attachment X. If Bell Atlantic performance reporting has been previously imposed on Bell Atlantic by the Commission, any particular measurements that are more detailed or more disaggregated than those contained in this Attachment X will substitute for the comparable measurements in this

Attachment X. Any additional or more detailed measurements adopted by the Commission after this Agreement is signed will be deemed automatically added to the performance and remedy plan; however, the Parties will separately agree on associated Performance Standards. ~~Schedule C (Bell Atlantic Including Bell Atlantic affiliates) will report statewide, system-wide performance of Bell Atlantic, including for the services provided to affiliate companies of Bell Atlantic, for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The dates and notations in Schedule C have the same meanings as those described above for Schedule B. Bell Atlantic does not have an immediately comparable service for Unbundling and, as a result, those columns have been marked as "N/A". Bell Atlantic's "Retail POTS" column reflects results from Bell Atlantic's retail operations for POTS services and is comparable to the "Resale POTS" service on the other schedules (Schedule B, Schedule D, Schedule E, and, when available, Schedule F).~~

1.1.3 Specified Activity means any activity performed under this Agreement for which a Performance Measurement has been established in this Attachment X. ~~Schedule D (Top 3 Carriers) will report the statewide performance of Bell Atlantic for the services provided to the largest three telecommunications carriers interconnecting with or purchasing services from Bell Atlantic pursuant to Sections 251 and 252 of the Act, combined, for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The dates and notations in Schedule D have the same meanings as those described above for Schedule B. In order to preserve the confidentiality of other carriers' information, results for a service (report column) will only be produced on this report if all three carriers purchased the reported service in the calendar month.~~

1.1.4 Specified Performance Breach means the failure by Bell Atlantic to meet the Performance Standards for any Specified Activity listed in Exhibit A by any of the degrees of variance as described in Exhibit A. ~~Schedule E (All CLECs) will report the statewide performance of Bell Atlantic for the services provided to telecommunications carriers interconnecting with or purchasing services from Bell Atlantic pursuant to Sections 251 and 252 of the Act and Bell Atlantic has a reporting obligation under the signed interconnection agreement, combined, for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The dates and notations in Schedule E have the same meanings as those described above for Schedule B. In order to preserve the confidentiality of other carriers' information, results for a service (report column) will only be produced on this report if three carriers purchased the reported service in the calendar month.~~

1.1.5 Submetric means a report for each disaggregated geographic area, product type, interface type, volume type (i.e., fewer than 10 lines versus greater than 10 lines), or other differentiated category, as set forth in Exhibit A. ~~Schedule F (10~~

~~Largest Retail Customers) will, at such time as Bell Atlantic is able to collect and report such information, and upon agreement regarding compensation for the collection and reporting of such information, if any, report statewide performance of Bell Atlantic for the services provided to its ten largest retail customers for the preceding calendar month for the measures set forth in the report and defined in Schedule A. The cells in Schedule F are all marked "TBD" ("to be determined") without an accompanying estimated date because Bell Atlantic has not yet determined that the collection and reporting of this information is feasible, and if it is, when such reporting might be available. Bell Atlantic agrees, however, that it will continue its best efforts assessment of the feasibility of collecting and reporting this information and will promptly report to MCI the results of that assessment and the availability of such information at such time as Bell Atlantic develops the capability to collect and report it for Bell Atlantic's own internal use.~~

1.1.6 **Modified z Test** is a statistical means of determining whether parity exists in Bell Atlantic's treatment of its own retail customers versus MCI's customers. The modified z score compares MCI's mean to Bell Atlantic's mean and variance in performance around that mean.

1.2 The Parties agree that the performance information included in the reports required by this Attachment X is Confidential Information of Bell Atlantic and, with respect to MCI specific reports, Confidential Information of MCI under Section 22 of Part A of this Agreement. The Parties shall use such Confidential Information solely for internal performance assessment purposes, for purposes of joint MCI and Bell Atlantic assessments of service performance, and for reporting to the Commission, the FCC, or courts of competent jurisdiction, under cover of a protective order pursuant to Section 22 of Part A.

1.3 Bell Atlantic shall meet the Performance Standards set forth in Exhibit A of this Attachment X, except in those instances where its failure to do so is a result of: (i) MCI's failure to perform any expressly contingent obligation, (ii) any delay, act or failure to act by an MCI customer, or (iii) any Force Majeure Event as defined in Part A. Exhibits A and B are hereby incorporated into and made a part of this Agreement and Attachment X. For purposes of this Attachment X, all references in Exhibits A and B to "CLEC" mean MCI, and all references to "(ILEC)" mean Bell Atlantic. The question of what remedies or other action might be appropriate in any situation where MCI believes, based on a statistically significant number of data elements described above, that Bell Atlantic is not complying with any of the performance standards in the Agreement shall be resolved, in the first instance, through negotiations between the Parties to resolve the issue at the Director level of escalation, and, failing prompt and successful negotiations, through the complaint processes of the Commission, the FCC, or a court of competent jurisdiction. Bell Atlantic agrees to join MCI in encouraging the Commission to develop expedited procedures for the resolution of any performance-related complaints.

1.4 Bell Atlantic shall pay MCIIm in accordance with the Remedy Plan set forth in Exhibit B.

1.4.1 Payment of Remedies. Bell Atlantic shall pay remedies to MCIIm monthly within one week of issuance of any report for which a remedy is payable. If Bell Atlantic's payment is not made in a timely manner, or is made in an incorrect amount, MCIIm may, upon written notice to Bell Atlantic, set-off the amounts due against MCIIm's payments to Bell Atlantic for services. If Bell Atlantic proves, and the Commission determines, that results were in error, MCIIm will refund to Bell Atlantic the associated remedies payment.

1.4.2 Remedies for Late and Incomplete Reports. Bell Atlantic shall pay \$10,000 per day for each late report, and \$500 multiplied by each missing Submetric per day for incomplete reports.

1.5 Bell Atlantic and MCIIm agree that remedies at law alone will not compensate MCIIm for Bell Atlantic failures to meet the Performance Standard requirements, failures to install or provision services in accordance with the due dates, or for failures to provide customer usage data or other information required by this Agreement. Therefore, MCIIm is entitled to seek injunctive relief and other equitable remedies (in addition to remedies provided in this Agreement, at law and through administrative process) to require Bell Atlantic to (i) cause the service ordered by MCIIm to meet the Performance Standards, (ii) install or provision service ordered by MCIIm within the due dates and (iii) provide customer usage data or other information required by this Agreement.

Section 2. ~~Further Performance Reporting~~ Delivery of Reports and Data

2.1 Bell Atlantic shall not assess a separate charge for provision of the data to MCIIm required by this Attachment X.

2.2 Bell Atlantic shall show MCIIm results for each report month as a comparison to the Bell Atlantic retail result for the same period, with an indication, for each measurement, of where the MCIIm result is lesser in quality (based upon the test for parity described in this Attachment X). Reporting to MCIIm will include, for each measurement, a representation of the dispersion around the average (mean) of the measured results for the reporting period (for example, percent of 1-4 lines installed in the first day, second day, third day, and > ten days). Bell Atlantic shall report separately on its own performance for each reporting dimension as provided to: (i) its own retail customers; (ii) any of its Affiliates that provide local service; (iii) competing carriers (CLECs) in the aggregate (not including MCIIm); and (iv) MCIIm. Notwithstanding the definition of Affiliate in Part B, for purposes of this Attachment X, Affiliate also includes any Bell Atlantic Affiliate which purchases local service for resale, Interconnection, or Network Elements from Bell Atlantic.

2.3 Performance Measurements reporting will be disaggregated to ensure parity comparisons are meaningful. The reporting dimensions in Exhibit A indicate the disaggregation levels for each Performance Measurement, as agreed to by the Parties. Measurement data will be reported in a manner consistent with natural geographic and operational areas (i.e., by MSA and state) to allow prudent operational management decisions to be made and to avoid obscuring actual performance levels. Interval-affecting volumes will be reported separately to accurately depict Bell Atlantic performance in handling both small and large volume requests. The Parties will agree to volume thresholds that are disaggregated sufficiently to allow a meaningful comparison of Bell Atlantic's retail and wholesale performance.

2.4 Bell Atlantic shall provide performance reports to MCIm by the fifteenth day following the close of each calendar month. If the fifteenth day falls on a weekend or holiday, Bell Atlantic shall provide the reports the next business day.

2.5 If requested by MCIm, Bell Atlantic shall transmit data files of raw data supporting the monthly performance reports on the fifteenth day of the month (or the first business day following any fifteenth day which falls on a weekend or holiday) in a mutually acceptable format, protocol, and transmission media.

2.6 MCIm and Bell Atlantic will consult with one another and attempt in good faith to resolve any issues regarding the accuracy or integrity of data collected, generated, and reported pursuant to this Attachment X. In the event MCIm requests such consultation, and the issues raised by MCIm have not been resolved within 45 days after MCIm's request for consultation, then MCIm may, at Bell Atlantic's expense, conduct an independent audit of Bell Atlantic's performance measurement data collection, computing, and reporting processes. The auditor will enter into an appropriate non-disclosure agreement. MCIm may not request more than one audit per six calendar months under this Section 2. This Section 2 does not modify MCIm's audit rights under other provisions of this Agreement.

~~2.1 In addition to the performance reporting identified in Section 1, Bell Atlantic shall develop and provide to MCIm further performance reporting in accordance with this Section 2.~~

~~2.1.1 Within thirty (30) days after the Effective Date of this Agreement, Bell Atlantic shall review MCIm's list of reports (Exhibit A hereto) and identify those reports that Bell Atlantic either: (i) has already included in the reporting set forth in Section 1; (ii) produces for internal use; or (iii) is obligated to produce for regulatory purposes.~~

~~2.1.2 Within ninety (90) days after the Effective Date of this Agreement, Bell Atlantic shall provide MCIm the estimated incremental costs of providing the reports included in Exhibit A hereto that are not identified pursuant to Paragraph~~

~~2.1.1. For reports for which the costs cannot be determined without the substantial participation of Bell Atlantic's equipment, software, or systems vendors, Bell Atlantic will identify such reports, and proceed to develop cost estimates with the vendors only if authorized by MCI. If, after receiving cost estimates for particular reports, MCI elects to receive such reporting, MCI and other CLECs who also elect to receive such reports shall bear the incremental costs, allocated on a competitively neutral basis, of providing any reports that Bell Atlantic does not provide for internal use or is not obligated to provide for regulatory purposes. The costs of developing cost estimates shall also be allocated among the receiving CLECs on a competitively neutral basis.~~

~~2.1.2 Bell Atlantic shall begin reporting to MCI, and to other CLECs who also elect to receive such reports, all reports included in Exhibit A that MCI elects to receive in accordance with this Section 2.1.2 as soon as reasonably practicable after receiving MCI's written election and commitment to pay the costs of such reporting. Such reporting shall be integrated into the reporting set forth in Section 4.~~

~~2.1.4 MCI may from time to time request reports from Bell Atlantic that are not contained in MCI's original list (Exhibit A hereto). Bona Fide Request procedures set forth in Section 25 of Part A shall apply.~~

~~2.1.5 The Parties acknowledge that further discussions will be necessary to define the data upon which the reports are based. Therefore, within sixty (60) days after the Effective Date of this Agreement, the Parties shall agree to such definitions and will amend this Attachment accordingly.~~

Section 3. Definitions for Initial Performance Reports/Initial Implementation and Data Review

3.1 Bell Atlantic shall provide to MCI a guidelines document detailing Bell Atlantic's measurement calculation methodology, business rules, exclusions, and disaggregation approach, when Bell Atlantic delivers the first report to MCI. The guidelines document must be sufficiently detailed to allow an independent party to duplicate the report if given the total set of Bell Atlantic and MCI raw data.

3.2 During implementation of the measurement reporting, MCI may validate data collection, measurement result computation, report production, and related business processes. The Parties agree that such activities do not constitute an audit under the terms of the measurement plan outlined in Section 2.

~~2.1 The following definitions apply to the Initial Performance Reports included in Section 1 above. Bell Atlantic shall develop and supply definitions at a comparable level of detail for any further performance reporting deployed pursuant to Section 2.~~

Section 4. Statistical Tests for Parity

4.1 Modified z-Test. For any measurement where a parity standard is set in the Performance Standards, Bell Atlantic shall use the modified z test that compares MCI's mean to Bell Atlantic's mean and variance. Any modified z score less than -1.645 will be considered a miss of parity. Because this critical value represents a 95% certainty that the parity miss was not due to randomness in process, the Parties agree that the remedies will apply to all misses. Base remedy amounts also will apply after the second consecutive month Bell Atlantic receives a modified z score between -0.65 and -1.645. The Parties agree that any negative z score means that MCI received poorer performance than Bell Atlantic's own customers, and that the longer duration of a negative score represents a higher degree of statistical confidence that the result was not due to randomness in process.

4.2 Small Sample Sizes. For sample sizes smaller than 30, including samples as small as one, permutation test software will be used to determine parity. Bell Atlantic and MCI may agree to a table of allowed misses for Performance Measurements expressed as a percentage to establish the number of misses allowed with a small sample size, before remedies are payable.

SCHEDULE A**SERVICE CATEGORY (COLUMN) DEFINITIONS**

| Name | Definition |
|---|--|
| Performance Measurement | Provides a general description of the fourteen (14) performance measurements. See Measurement Definitions - Rows below. |
| Special Services (Access) — DS0 — DS1 — DS2 | The column group title Special Services (Access) refers to Private Line Special Access results (does not include resold or unbundled services). DS1 and DS2 are discrete services. DS0 includes all other special services. |
| CLEC Trunking | The column represents service for CLEC trunks that carry traffic office to office. |
| Unbundling — POTS — Special Services | The column group title Unbundling refers to both POTS and Special unbundling services purchased by the CLEC. The POTS column includes the unbundled loops and ports. The Special Services column includes all special services combined. |
| Resale POTS | The Resale POTS column refers to POTS services that have been resold to the CLEC. On the Bell Atlantic Including Affiliates Report, the Retail POTS column is comparable to the Resale POTS column of the other four (4) reports. |

MEASUREMENT DEFINITIONS - ROW

| Name | Definition |
|-----------------------------|---|
| 1. Number of Installations | <p>This is the total number of service orders issued requested by MCI/m and completed by Bell Atlantic. Regardless of the number of elements or circuits ordered, each service order counts as one.</p> <p>Number of Installations results can not be compared from report (e.g. MCI/m Specific) to report (e.g. Bell Atlantic Including Bell Atlantic Affiliates). However, volume is a good indicator as to whether meaningful comparisons can be made about provisioning intervals and percent orders completed on time.</p> |
| 2. Average Interval in Days | <p>This is the sum of the receipt date to the service order due date as established on the firm order confirmation (FOC) for each service order where Bell Atlantic established the interval using the normal interval with this sum being divided by the total number of service orders used in the calculation.</p> <p>MCI/m will send Bell Atlantic a service order request (PON) and Bell Atlantic will return the FOC which stipulates the scheduled completion date. The time from the PON date to the date due established on the FOC represents the average interval per order.</p> <p>Bell Atlantic flags each order with an appointment flag of either "x" or "w". If the scheduled interval reflected on the order is established by Bell Atlantic using the normal interval process, the order will be flagged with the "w". However, if MCI/m should request a date that is further out than the normal interval, the order will be flagged with the "x" to indicate that long interval was offered at the customer's request.</p> <p>For this category measurement, only those orders with the "w" indicator will be counted.</p> <p>If for some reason the order needs to be redated (longer or shorter), the final FOC date is the date that will be used for measurement purposes.</p> |
| 3. Percent Install on Time | This measurement is the total number of installations (both "x" and "w" service orders) that were completed on time (based on the service order established due date) divided by the total number of service orders. This is the percentage of orders completed on time. |

| Name | Definition | |
|---|---|--|
| 4. Total Number of Missed Appointments | This measurement is the total number of service orders not completed on time. An appointment is defined as the date due agreed to by the customer and Bell Atlantic and shown on the order. If the customer issues a supplemental order changing the date due, the new date due will be measured as the appointment. Orders that are held or missed due to customer reasons will not be counted as a Bell Atlantic miss. This definition includes multi-item orders. If one item of a multi-item order is missed due to customer reasons, the order will not be counted as a Bell Atlantic miss. | |
| 5. Total Percent of Missed Appointments | Total Number of Missed Appointments divided by the total number of service orders. See appointment definition on item 4. | |
| 6. Number of Reports | This is the total number of customer trouble reports (i.e. CR troubles) received from MCI/m by service category. Each trouble counts as one and in cases where the trouble is redated or subsequent reports are received for escalations or to question status, Bell Atlantic will not count the subsequent reports. From receipt to close, each trouble counts as 1, regardless of the trouble resolution (CPE, NTF or Bell Atlantic Network). This measurement does not include information tickets (i.e. INT troubles). | |
| 7. Mean Time to Clear Reports | <p>This is the total measurable hours and minutes from all customer trouble reports (i.e. 6 above), (from the time Bell Atlantic receives a trouble from MCI/m until the service is restored and closed with MCI/m) divided by the total number of troubles for the report period. This measurement does not include information tickets (i.e. INT troubles).</p> <p>For Special Services columns and CLEC Trunking, the measurements will be "Stop Clock" measurements where "no access" (customer access delayed) time is removed from the measurement.</p> <p>For POTS columns, this will be a running 24 hour clock from trouble receipt to trouble clearance time. The Bell Atlantic clear time is the time service is restored. The Bell Atlantic work process is for the customer (MCI/m) to be notified as soon as service is cleared. Bell Atlantic does not use the "close time" because after clearing the trouble, the technician may stay and complete another hour or so of clean up before actually closing the trouble.</p> | |
| 8. Number of Failures | <p>The number of failures is the total number of trouble reports where the trouble was closed out with a code indicating that the fault was a Bell Atlantic service problem.</p> <p>Removed from the total trouble reports will be all the troubles that reflect the cause of the trouble to be other than a Bell Atlantic Network fault. Examples would be troubles caused by Customer Provided Equipment (CPE), errors by the customers end user in the use of the service or where no trouble was detected (F OK and T OK).</p> | |
| 9. Failure Frequency Percent | The Number of Failures ("8 above) divided by the total number of circuits that MCI/m has purchased from Bell Atlantic. The result expressed as a percentage. | |
| 10. Percent Without Report Outstanding | <p>For this measurement, Bell Atlantic is to do the following:</p> <ol style="list-style-type: none"> 1. Multiply the total number of circuits by the total hours in the report period to establish the total hours of service availability possible for the report period. 2. Add all of the measurable time (hours and minutes) for only the network reports (i.e. Failures) to establish the total non service availability hours for the report period. 3. Subtract the "non service availability" hours from the "total service availability" hours and divide the result by the "total service availability" hours and display this as a percentage. | |

| Name | Definition |
|--|---|
| 11. Total Number of Repeat Reports (20 days rolling) | This is the number of measured customer repeat reports (i.e. CR repeat reports) in a 20 day rolling window. The measured CR reports include: Come Clear (CC), Central Office (CO), Facility (FAC), Test OK (TOK), Serving Bureau Time (SVD), NPC, Bell Atlantic switch and beyond. Non-measured customer reports are Information (INF), Customer Provided Equipment (CPE), and Interexchange Carrier (IEC). This measurement will be provided initially at a regional level, not state specific. The 2 components of the regional measurement are: one for Pennsylvania and Delaware, one for New Jersey and one for the former C&P Companies, Maryland, Virginia, West Virginia and Washington, DC. Bell Atlantic will request an enhancement to the support system being used for measurements. State specific measurements will be available on a date to be determined (TBD). |
| 12. Repeats as a Percent of Total Troubles | Number of measured customer repeat reports (i.e. CR repeat reports) divided by the total number of customer reports (i.e. CR reports). See definition of customer report contained in item 11. This measurement will also be provided initially at a regional level, not state specific. See definition of regions in item 11. |
| 13. Number of Out of Service Cleared > 24 Hours | Number of out of service customer reports (i.e. CR reports) cleared in 24 hours or more. See definition of customer report contained in item 11. For Special Services columns, the measurements will be "Stop Clock" measurements where "no access" time is removed from the measurement. |
| 14. Percent of Out of Service Cleared > 24 Hours | Number of Out of Service Cleared > 24 Hours divided by the total number of customer reports (i.e. CR reports). The result is expressed as a percentage. See definition of customer report contained in item 11. For Special Services columns, the measurements will be "Stop Clock" measurements where "no access" time is removed from the measurement. |

Exhibit A

| Proposed Further Performance Reporting Measures | |
|--|--|
| | |
| Ordering and Provisioning | |
| Time to provision each unbundled element | |
| Time to install resold lines and trunks - varies according to line size, line type, and need for premises visit. | |
| Total number and percent of missed appointments | |
| Total number and % of missed firm order commitment dates | |
| Time to acknowledge receipt of service order | |
| Time to provide FOC or notification of a rejected order | |
| Time to complete any suspend/block/restore order | |
| Time to install Centrex lines | |
| Time to implement feature change | |
| Time to disconnect resold service - varies with or without premises visit | |
| Time to disconnect resale service | |

| | |
|--|--|
| Proposed Further Performance Reporting Measures | |
| | |
| Time to disconnect unbundled switching service | |
| Time to disconnect other unbundled service | |
| % of Outages within 20 days for new services provisioned | |
| | |
| Long Distance Billing | |
| Time taken to send records to MCI following recording | |
| Number of omissions from records | |
| | |
| Maintenance and Repair | |
| In service and out of service repair intervals | |
| Number and percentage of Repeat Troubles | |
| Troubles per 100 lines | |
| Time taken to answer phone where manual service provided | |
| Number and percentage of missed appointments | |
| Number and percentage of estimated time to restore net. | |
| Number and percentage of troubles requiring a dispatch | |
| % breakdowns attributed to each trouble category | |
| | |
| Operational Systems | |
| Support Systems Availability | |
| System Response Time | |
| | |
| Operator Services | |
| Monthly Average for Seconds of Operator Answer Delay | |
| Monthly Total of Quarter Hours of Operator Answer Delay | |
| Monthly Call Abandonment and Blockage | |
| | |
| Directory Assistance | |
| Voice DA Availability | |
| Voice DA Outage Restoral Notification | |
| Voice DA Time to Answer | |
| Voice DA Average Work Time | |

| Proposed Further Performance Reporting Measures | |
|---|--|
| | |
| Voice DA Abandonment From Queue | |
| | |
| Network Performance | |
| Switched Service Disruption | |
| Dedicated Service Disruption | |
| Network Event | |
| Blocked Calls | |
| Blocked Dial Tone | |
| Post Dial Delay | |
| | |

Virginia
Carrier-to-Carrier Guidelines
Performance Standards and Reports

CONSOLIDATED TEST METRICS
WorldCom Proposal

Presented August 10, 2000

**Virginia
Carrier-to-Carrier Guidelines
Performance Standards and Reports**

**CONSOLIDATED TEST METRICS
WORLDCOM DRAFT**

August 2000

| | | | |
|--|-------|--|-----|
| Pre-Ordering | PO-1 | Response Time OSS Pre-Ordering Interface | 5 |
| | PO-2 | OSS Interface Availability | 9 |
| | PO-3 | Contact Center Availability | 112 |
| | PO-4 | Timeliness of Change Management Notice | 134 |
| | PO-5 | Average Notification of Interface Outage | 156 |
| | PO-6 | Software Validation | 167 |
| | PO-7 | Software Problem Resolution Timeliness | 178 |
| | PO-8 | Manual Loop Qualification | 20 |
| | PO-9 | Response Commitments Met | 21 |
| Ordering | OR-1 | Order Confirmation Timeliness | 222 |
| | OR-2 | Reject Timeliness | 288 |
| | OR-3 | Percent Rejects | 344 |
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